LET'S TALK

For Single Line Users

A Quick Reference
for
Fort Gordon, GA
Telephone Network

Main Number …….…….………(706)791-0110

7th Signal Command Enterprise Service Desk:

Operating Hours: 24x7x365

Dial: 99-1-866-335-2769

POLICE, FIRE, AMBULANCE …….…..…911

Post Information ....0 or 791-0110

Eisenhower Army Medical Center: 787-5811

IOC Darling Hall…………………....791-9747

Guest House/Billeting Office….706-790-3676

Taxi………………….….………706-736-3006

American Red Cross ….……………787-6311

Army Community Service ……..….791-3579

Signal Corps, Military Intel and Tenants

…………….….…….………791-XXXX (DSN 780)

Eisenhower Army Med Center, Dental

Activities and all other medical providers

……….………….………787-XXXX (DSN 773)

706th MI

………..206-XXXX (DSN 248) (AREA CODE 762)

DIALING PLANS/EXAMPLES

On Post:
  Dial the 7-digit number
    • Example: 787-XXXX or 791-XXXX or 206-XXXX

Local & Commercial on post:
  Dial (99) + 10-digits
    • Example: 99+ 706-790-XXXX

Long Distance :
  Dial (99) + 1+ 10 digits
    • Example: 99 + 1+ 781-455-XXXX

800/888/866 Toll-Free:
  Dial (99) +1+ 10-digit toll free number
    • Example: 99 + 1 + 800-555-XXXX

International:
  Dial (99) + 011+ int'l number
    • Example: 99 + 011 + 49-65462215XXXX + XXXXXX

DSN:
  Dial (94) + 7 or 10-digit DSN
    • Example: 94+ 539-XXXX

International DSN:
  Dial (94) + country code + 7-digit number
    • Example: 94+ 013+ 539-XXXX

FEATURE CODES:

Access Code	Feature
*52	Call Forward All Calls
#52	Call Forward All Calls (cancel)
*60	Call Hold
*64	Call Park
#64	Call Park, Retrieve
*63	Call Pickup
Hook switch	Transfer and 3-Way Conference
*66	Last Number Redial
*68	Ring Again (activate)
*68	Ring Again (cancel)
*99	Caller Originated Trace

FEATURE DESCRIPTIONS

CALL FORWARD (All Calls) – Call Forward All Calls allows the user to forward all incoming calls on their extension to another extension on base. Outgoing calls can still be placed from the telephone when call forward is active.

CALL HOLD – This feature allows a user to place an active call on hold and then hang up returning the handset to the cradle if the user chooses. The party on hold will hear music. The subscriber may retrieve the call by lifting the handset.

CALL PARK – The feature allows the user to place a call on permanent hold against his or their extension, then reconnect the call from another telephone. The call is parked using the Call Park feature access code and is retrieved using the Call Park Retrieve code. Calls can be placed and received during activation.

CALL PICK-UP – This feature allows the user to answer, from their phone, any call made to an extension within the individual's call pick-up group.

CALL TRANSFER – The Call Transfer feature allows the user to send a call to another extension.

3-WAY CONFERENCE – The 3-Way Conference feature allows the user to add a third person to a call in progress.

LAST NUMBER RE-DIAL – This feature allows the subscriber to automatically call the last number dialed from their extension.

RING AGAIN/RING BACK – When a user makes a phone call to a busy extension or trunk, the ring again feature notifies the user when the line or trunk becomes free and then routes the call automatically for them.

CALLER ORIGINATED TRACE (COT)
Activation of the feature causes a log report to be generated at the MP station. If a user receives a malicious call (**bomb threat or threat to harm the call taker or others on the installation**), this feature allows a user to hold an incoming malicious call so the call can be traced to the originating party. When both the calling and called parties are in the same switching unit, the entire connection is held until the called party releases the call. When the call is on an incoming trunk, the connection is held back to the incoming trunk.

VOICE MAIL (NORTEL CALLPILOT)

LET'S TALK

Voice Mail Access………………………..791-4450

FIRST TIME SETUP ONLY:

- Dial Voice Mail Access (791-4450) and enter your mailbox number and "# "(your mailbox number is your seven digit extension) and when prompted for your **temporary password**: dial (**12**) and your 7 digit ext. number and "#". I.e.: **12-791-XXXX# (12-791-Your phone number and #).**
- Follow system prompts to set up your voice mailbox: Passwords must have 6 to 10 digits. The password assigned **CAN NOT** be the same six numbers or numbers in succession. Security of the system will not allow these types of passwords.

REGULAR USE:

- If accessing voice mail from your telephone, press"#" and follow prompts.
- If accessing voice mail from another telephone, dial the Voice Mail Access (791-4450) and enter your 7 digit telephone number and "#".
- When prompted for "Password", enter your 6 to 10 digit password and "#".

FEATURE ACTIVATION

CALL HOLD
While on an active call
- Press the HOOKSWITCH (2500 set). You will hear a special dial tone.
- DIAL (*60). You will hear confirmation tone.
- HANG UP. Call is on hold. You will hear ringing periodically as a reminder that the call is being held.
- LIFT THE HANDSET to retrieve the held call.

CALL PARK
While on an active call
- Press the HOOKSWITCH (2500 set) you will hear a special dial tone.
- DIAL (*64). You will hear a confirmation tone. Hang up. Call is PARKED at the phone and you can use the phone in any way.
- To retrieve the parked call at another telephone, pick up the phone and dial (#64). You will receive a special dial tone. Next, dial the 7-digit extension at which the call is parked. You will be re-connected with the call.

CALL PICKUP
To answer a call within your call pick-up group
- When you hear a phone ringing within your call pickup group, pick up your phone and dial (*63) to be connected to the caller.

CALL TRANSFER
On an active call
- Press the HOOKSWITCH (2500 set). You will hear a special dial tone.
- Dial the 7-digit extension of the number you wish to transfer the call. You will hear ringing.
- If you wish to announce the call, you may stay on the line until the person answers the phone. Once you have announced the call, you hang up and the two individuals will be connected.
- If you do not wish to announce the call, you may hang up and the call will be transferred to the extension.
- If the called party is busy or does not answer the phone, you may press the HOOKSWITCH (2500 set) twice, each time momentarily, to be reconnected to the original call.

3-WAY CONFERENCE
On an active call:
- Press the HOOKSWITCH (2500 set). You will hear a special dial tone. The caller is automatically placed on hold.
- Dial the 7-digit number you want to add into a 3-way conference.
- When the person answers, press the HOOKSWITCH (2500 set). All three parties will be connected in a 3-way conference call.
- If the extension that you are trying to conference in is busy or does not answer, press the HOOKSWITCH (2500 set) twice, to be reconnected to the call.

CALL FORWARD (All Calls)
ACTIVATE
- Lift the handset and dial (*52).
- DIAL the 7-digit number where calls are to be forwarded. You will receive confirmation tone.
- Hang up.

CANCEL
- Lift the handset and dial (#52). You will receive confirmation tone.
- Hang up.

LAST NUMBER REDIAL
- Lift the handset and dial (## or *66). The last number called will be automatically dialed by the system.

RING AGAIN/RING BACK
ACTIVATE
After encountering a busy signal on the station or trunk you are trying to contact,
- Press the HOOKSWITCH (2500 set). You will hear a special dial tone.
- Dial (*68). You will receive confirmation tone. Hang up.
- When busy station or trunk becomes idle, you will hear "ring again" tone burst. Lift the handset. You will hear ringing as the call is routed to the extension or trunk you are trying to call.

CANCEL
- Lift the handset and dial (*68) again. You will hear a confirmation tone.

Call Originated Trace
If you receive a malicious call **(bomb threat or threat to harm the call takers or others on the installation)**:
- After hanging up the malicious call, lift the handset.
- Dial (*99). You will receive confirmation tone.

This process automatically generates a report at the Military Police station stating where the call is originating from and also your directory number. **It is imperative that you dial (*99) immediately after hanging up the malicious call because, if you receive another call before dialing (*99), the information generated in the report will be for the most current incoming call and not the malicious call.**
- Hang up.
- Lift the handset and dial 911 to report the malicious call to the Military Police.